

Fig. 1

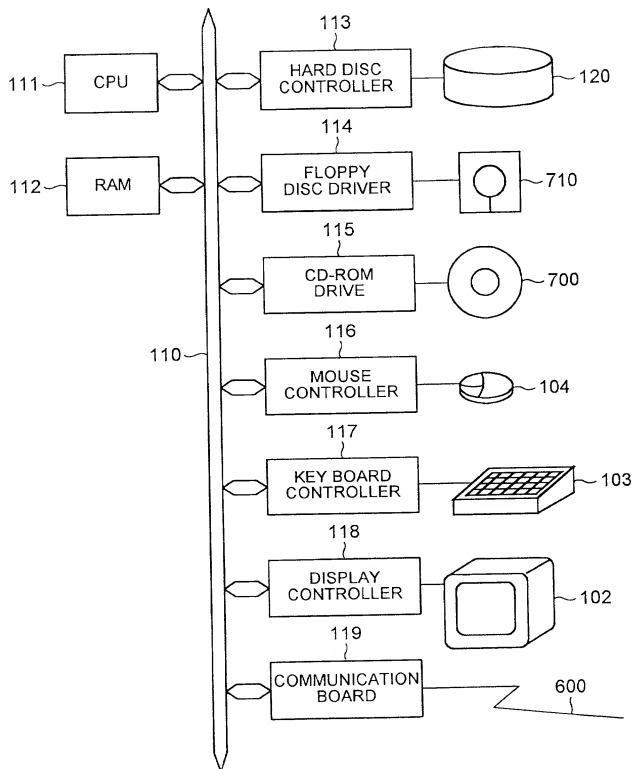


Fig. 2

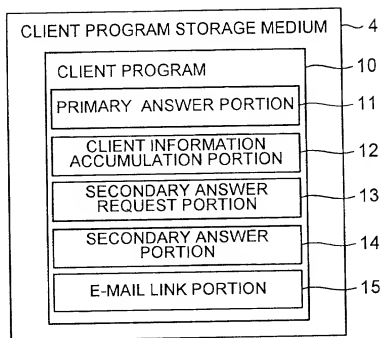


Fig. 3

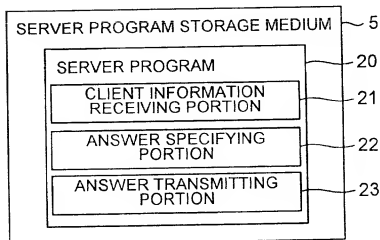


Fig. 4

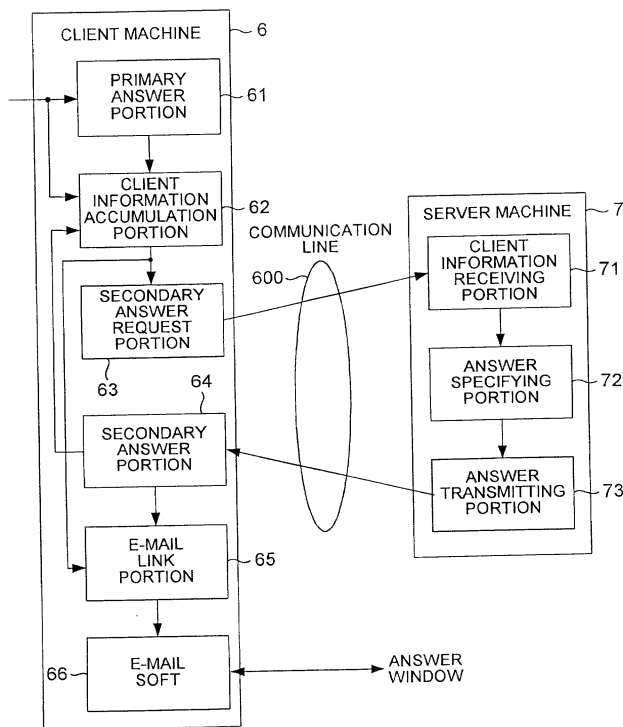


Fig. 5

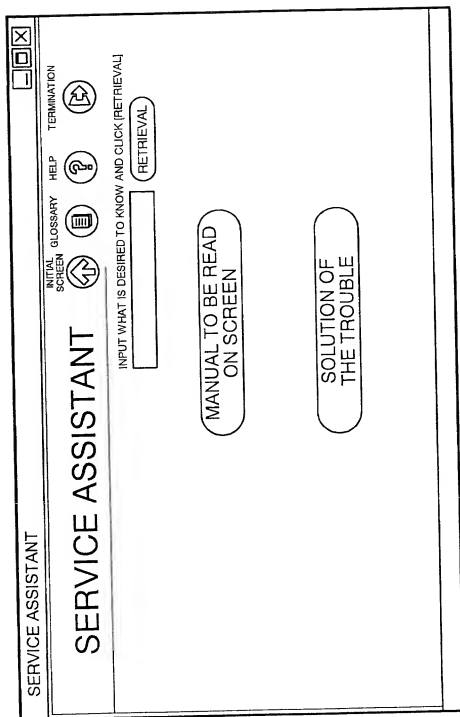


Fig. 6

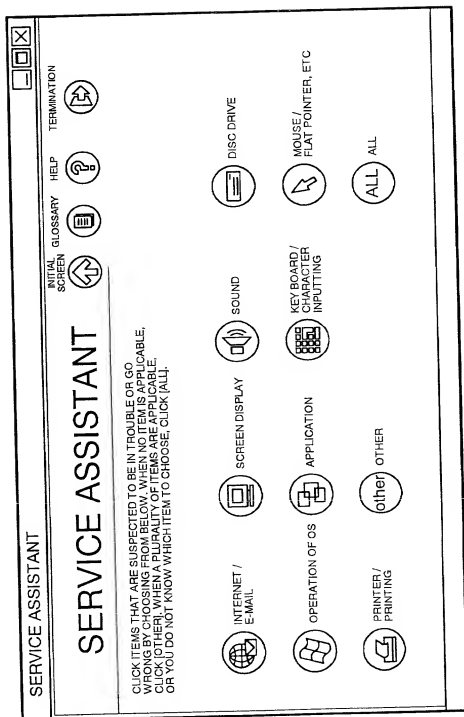


Fig. 7

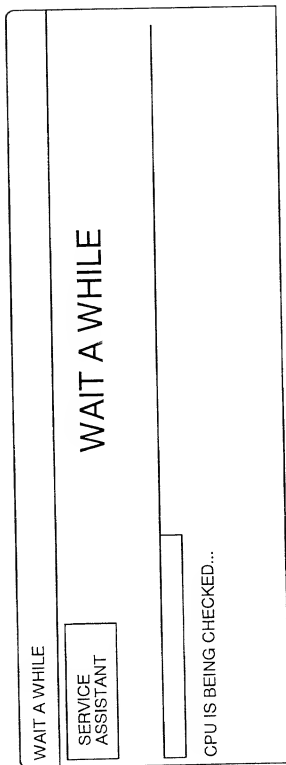


Fig. 8

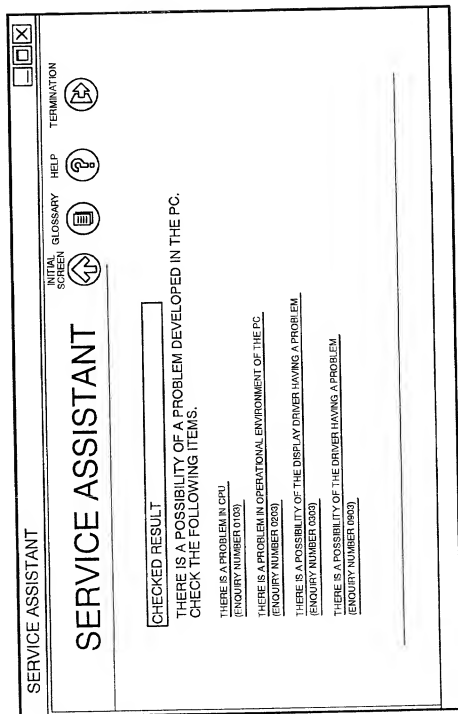


Fig. 9

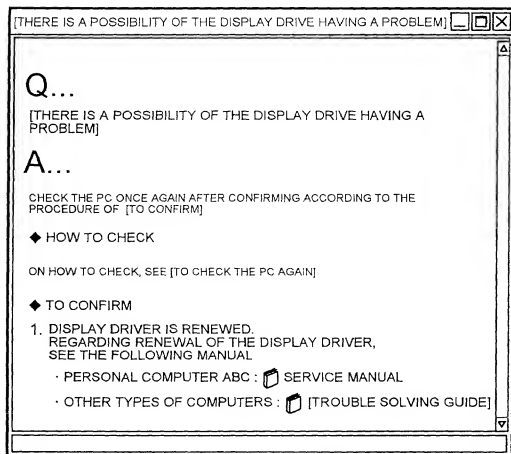


Fig. 10

SERVICE ASSISTANT		INITIAL SCREEN	GLOSSARY	HELP	TERMINATION
<h2>SERVICE ASSISTANT</h2>					
<div>CHECKED RESULT</div> <p>THERE SEEMS TO BE NO PROBLEM IN COMPUTER. SEE THE FOLLOWING [TO SOLVE THE PROBLEM].</p> <div>TO SOLVE THE PROBLEM</div> <p>QUESTION OFTEN ASKED IS EXPLAINED BY Q&A FORM. CLICK CONTENT YOU WANT TO SEE.</p> <ol style="list-style-type: none"> 1. SCREEN FLICKERS WHEN ACTIVATED OR TERMINATED. 2. TITLE OR WINDOW OR COLOR OF ITEM SELECTED ARE DESIRED TO BE CHANGED. 3. SIZE OR POSITION OF SCREEN DISPLAY IS DESIRED TO BE CHANGED (IN CASE OF SEPARATE DISPLAY). 4. SCREEN DISPLAY IS UNUSUAL. 5. BRIGHTNESS OF THE SCREEN IS DESIRED TO BE ADJUSTED. <p>[OTHER SOLUTION METHODS ARE TO BE CHECKED]</p> <p>WHEN THE PROBLEM IS NOT SOLVED EVEN IF THE ABOVE DESCRIBED QUESTION OFTEN ASKED IS CHECKED, INPUT WHAT IS DESIRED TO KNOW TO THE FOLLOWING COLUMN AND CLICK [RETRIEVAL].</p> <div>RETRIEVAL</div>					

Fig. 11

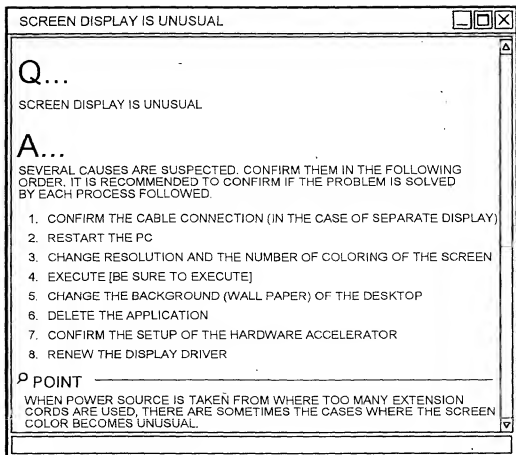


Fig. 12

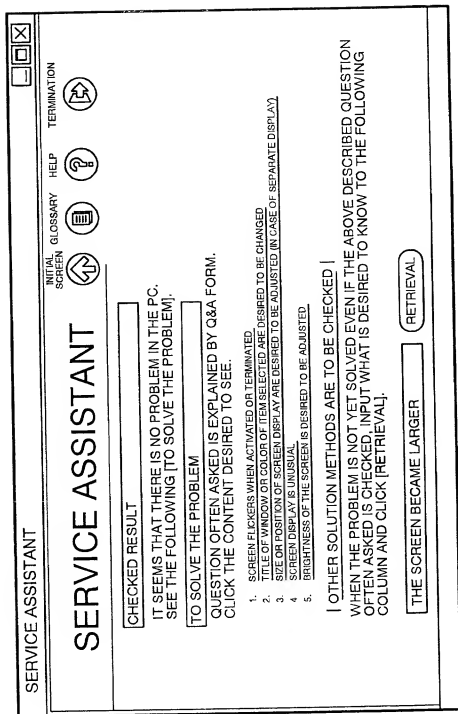


Fig. 13

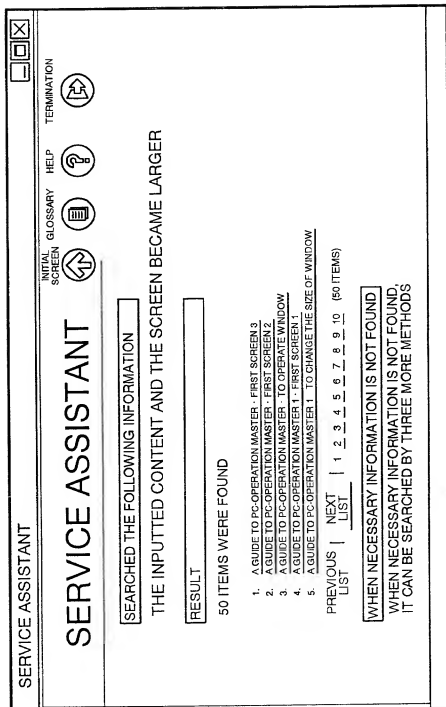


Fig. 14

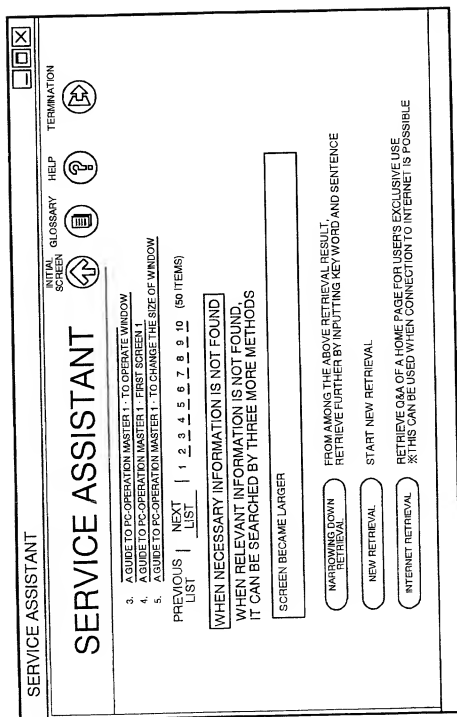










Fig. 15

206210-88/5001

SERVICE ASSISTANT

INITIAL SCREEN GLOSSARY HELP TERMINATION





SERVICE ASSISTANT

LOG IN

USER REGISTRATION NUMBER :

PASS WORD :

NEW REGISTRATION

WHEN THE PROBLEM IS NOT SOLVED BY Q&A OF INTERNET,
ENQUIRY TO A PERSON IN CHARGE OF THE SUPPORT CAN
BE MADE. CLICK HERE.

=>

Fig. 16

Fig. 17

SERVICE ASSISTANT			
<h2 style="margin: 0;">SERVICE ASSISTANT</h2>			
<p>LIST OF ENQUIRIES</p> <p><input type="checkbox"/> ENQUIRIES OF PROBLEMS NOT SOLVED (1)</p> <p><input type="checkbox"/> ENQUIRIES OF PROBLEMS TERMINATED (1)</p>	<p>PREPARE CONTENTS OF THE ENQUIRY</p> <p>SELECT ITEMS THAT ARE SUSPECTED TO BE IN TROUBLE OR GO WRONG (INDISPENSABLE)</p> <p>SCREEN DISPLAY <input type="text" value="1"/></p> <p>INPUT CONTENT OF THE PROBLEM AS SPECIFICALLY AS POSSIBLE (INDISPENSABLE)</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div>		
<p>WHEN [ADVANCE TO THE NEXT] IS CLICKED, THE PROGRAM FOR COLLECTING THE INFORMATION WHICH IS UTILIZED BY A PERSON IN CHARGE OF THE SUPPORT IS EXECUTED</p> <p style="text-align: center; border: 1px solid black; border-radius: 10px; display: inline-block; padding: 5px 15px;">ADVANCE TO THE NEXT</p>			

Fig. 19

<div style="float: right; text-align: right;"> </div> SERVICE ASSISTANT						
INITIAL SCREEN	GLOSSARY	HELP	TERMINATION			
<h2 style="margin: 0;">SERVICE ASSISTANT</h2>						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;"> LIST OF ENQUIRIES </td> </tr> <tr> <td style="padding: 2px 5px;"> <input type="checkbox"/> ENQUIRIES OF PROBLEMS NOT SOLVED (2) </td> </tr> <tr> <td style="padding: 2px 5px;"> <input type="checkbox"/> ENQUIRIES OF PROBLEMS TERMINATED (1) </td> </tr> </table>	LIST OF ENQUIRIES	<input type="checkbox"/> ENQUIRIES OF PROBLEMS NOT SOLVED (2)	<input type="checkbox"/> ENQUIRIES OF PROBLEMS TERMINATED (1)	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> TRANSMIT ENQUIRY THE FOLLOWING INFORMATION WAS COLLECTED, WHICH IS NECESSARY FOR A PERSON IN CHARGE OF THE SUPPORT TO GIVE YOU AN ACCURATE ADVICE </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • SYSTEM INFORMATION • ENVIRONMENTAL VARIABLE DATA • SYSTEM EVENT LOG ENTRY • TASK ENTRY WHILE IN EXECUTION </div> <div> <ul style="list-style-type: none"> • WHEN [TRANSMIT] IS CLICKED, CONTENT OF ENQUIRY AND THE INFORMATION OF THE PC ARE TRANSMITTED TO THE PERSON IN CHARGE OF THE SUPPORT • WHEN [CANCEL] IS CLICKED, TRANSMISSION OF ENQUIRY IS TERMINATED • THE CONTENT OF TRANSMISSION IS NOT USED FOR THE PURPOSE OTHER THAN THE SUPPORT </div> <div style="text-align: right; margin-top: 10px;"> <div style="border: 1px solid black; border-radius: 10px; padding: 5px 15px; display: inline-block; margin-right: 10px;">TRANSMIT</div> <div style="border: 1px solid black; border-radius: 10px; padding: 5px 15px; display: inline-block;">CANCEL</div> </div>		
LIST OF ENQUIRIES						
<input type="checkbox"/> ENQUIRIES OF PROBLEMS NOT SOLVED (2)						
<input type="checkbox"/> ENQUIRIES OF PROBLEMS TERMINATED (1)						

Fig. 20

